

OPERATIONS SUPPORT SPECIALIST (PUBLIC WORKS)

FLSA Status – Non-Exempt

EEO Code – F/Office and Clerical

Class Code – E700

GENERAL DESCRIPTION OF THE DUTIES

This position performs a variety of advanced administrative support duties of considerable complexity required in support of the Public Works Division (Parks Maintenance and Street sections) of the Community Development Department and requires a thorough knowledge of division operations, services, and policies and procedures. The Operations Support Specialist provides administrative support to the Division manager and professional staff; these tasks include handling sensitive material, providing information to the public and staff; assisting in a wide variety of assignments related to the administration of budgets, contracts, research projects and programs; provides office coordination and support; and performs related work as required.

SUPERVISION RECEIVED

This position receives general supervision from the Public Works Superintendent.

SUPERVISION EXERCISED

Supervision is not a function that is typically assigned to this position. However, the Operations Support Specialist may provide training and orientation to newly assigned personnel regarding policies and practices.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties and responsibilities listed should not be construed to be all-inclusive. The essential job duties will include other responsibilities as assigned and required.

1. Answers incoming calls and routes appropriately. Acts as public point of contact for the Public Works Division in both routine and emergency operational modes. Provides information by phone or in person to the public, including contractors and vendors, to ensure an understanding of division and City policies and procedures, listens to questions and explains procedures according to existing guidelines, responds to citizen and staff inquiries and complaints, refers citizens to the appropriate department source, and coordinates or resolves problems of a moderate nature when appropriate.
2. Designs and implements file, index, tracking, and record keeping systems, researches records within areas of assigned responsibility to prepare reports, and provides follow up information to customer and staff inquiries.
3. Performs financial and accounting related duties, including receipt of goods and services, entering purchase orders, tracking payments and invoices and reconciling with purchase orders, tracking vendor and invoice information, and assisting with bid requests and price quotes.
4. Participates in the preparation of Division budget, including gathering and analyzing data related to expenditures and revenues, monitors budget

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expenditures and revenues, initiates Division purchases for office supplies, safety supplies, and other items as assigned.

5. Is proficient in and performs data input and records management relative to the Divisions asset management programs, including the use of asset management/maintenance management software. Coordinates data collection and assists in developing and implementing data collection routines. Prepares reports to assist in asset grouping, routine and preventative maintenance scheduling, replacement schedules, activity costing, and historical trends. Enters, tracks, and closes out work orders as needed. Maintains inventory of supplies, equipment, and vehicles.
6. Schedules and coordinates meetings, seminars, conferences, and training sessions for Division staff, acts as meeting secretary for various staff meetings, including preparing agendas and informational materials, room set up, etc. Tracks staff training and informs supervisors and manager of requirements.
7. Maintains Division files, including processing of personnel action forms and sensitive/confidential personnel issues; prepares supervisor generated performance evaluation forms, processes accident/incident workers compensation claim forms, files pertinent documents, maintains files in a secure location and provides information to supervisors and managers.
8. Operates a variety of standard office equipment, including computer hardware and software applications, copiers, postage meters, facsimile machines, multi-line telephones and transcription equipment; and may operate other department specific equipment.
9. Coordinates special projects and activities on a Division wide, Department wide, or City wide basis; works with other departments in coordinating these programs or projects.
10. Assists in the recruitment of seasonal staff. Writes advertising material and coordinates publication as directed; schedules interviews, and coordinates orientation process with new seasonal hires and supervisors, ensuring that all required documentation, forms, and background checks are completed.
11. Develops press releases, website articles, neighborhood notices, newsletters, etc. for the Division's activities. Writes material as required and coordinates with other contributors as necessary.
12. Conducts research and information gathering assignments for professional and administrative staff.

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13. Performs work in accordance with federal, state and City employment and safety laws, rules and standards.

OTHER JOB FUNCTIONS

1. Provides situational status reporting as well as operational and logistical support when Division is involved in emergency or recovery operations.
2. Prepares and solicits quotes for equipment, supplies, and services as directed.
3. Functions as Division safety officer; organizes and facilitates staff training sessions, and maintains and track staff safety training records.
4. Maintains proficiency by attending training conferences and meetings, reading materials, and meeting with others in areas of responsibility.
5. Performs other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- General office procedures and office equipment;
- Word processing, spreadsheet, and database programs for correspondence, reports, and information management; Internet, and email applications;
- Electronic and manual filing and record keeping systems;
- City, Department, and Division policies and procedures and operating practices;
- Business arithmetic and business writing;
- Principles and procedures of financial record keeping and reporting, basic accounts payable, and purchasing; and
- Public relations techniques to work effectively with customers in person or by telephone.

Skills in:

- Using office equipment (computers, copy machines, fax machines, and postage machines);
- Responding to the public as customers of the City;
- Obtaining and acting on information received quickly and accurately
- Organizing assigned work and prioritizing tasks to meet assigned deadlines;
- Following oral and written instructions;
- Communicating effectively with the public, members of outside agencies, and employees;

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- Checking work for completeness and accuracy;
- Using phone system; and
- Establishing and maintaining effective working relationships with the public, other agencies, and City and Division/Department personnel.

Ability to:

- Research requests and interpret information to ensure accuracy in communicating information to the public;
- Maintain accurate records
- Remain calm and effective under heavy workloads in emergency situations;
- Become proficient with asset management/maintenance management software;
- Interpret, apply, and explain applicable Federal, State and local laws, rules, regulations, policies, and timelines as well as complex administrative and departmental policies and procedures;
- Perform responsible administrative support work with accuracy, speed, and general supervision;
- Provide varied and responsible office administration work requiring the use of tact and discretion;
- Maintain confidentiality and discretion in handling and processing confidential information and data;
- Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities;
- Exercise independent judgment and personal initiative to perform paraprofessional, technical, and analytic work;
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner, organize own work, set priorities, and meet critical time deadlines.

EDUCATION AND EXPERIENCE

Three years of experience in an office/clerical position with substantial public contact, including administrative support experience of progressively responsible nature.

Graduation from high school or the equivalent GED certificate with training in office practices and skills. Any equivalent combination of education and experience that demonstrates the knowledge, skills, and abilities to perform the essential duties and responsibilities is qualifying.

LICENSES AND CERTIFICATIONS

- Possession of a valid driver's license with satisfactory driving record
- 1st Aid/CPR/AED certification within 6 months of appointment
- ODOT flagging certificate within 6 months of appointment

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PHYSICAL DEMANDS

Work involves the continuous use of decision-making and interpersonal skills, teamwork, customer service, fluency in English, problem analysis, independent judgment, and basic math. This position requires the ability to communicate with others, use repetitive motions, sit, and hear; and push, lift, pull, and carry up to 25 pounds. Qualified individuals with a disability and known limitations will be reasonably accommodated to perform the essential functions of this position.

WORKING CONDITIONS

Work is performed primarily in an office environment under regular and recurring work situations. Occasional exposure to all types of weather conditions and terrain. May occasionally require attendance at activities or meetings outside of normal work hours. This position is subject to extended work hours or call-back during emergency operations.

Approved By _____ Date _____
(Division Manager)

Approved By _____ Date _____
(Department Director)

Adopted By _____ Date _____
(City Manager)

Established: 3/10